

CHAPTER 1

I. SUMMARY OF STATEWIDE FINDINGS RELATED TO LOCAL PUBLIC HEALTH AGENCY ORGANIZATIONAL CAPACITY 2002

Availability: 20% of local public health agencies in Missouri are open for business at their main facility less than 40 hours a week. Most agencies (61%) serve the public between 40 and 44 hours each week, and 18% are open 45 hours or more each week. (See Graph 1.A. and Data Table 1.A.)

Satellite Locations: 45% of agencies report they have satellite facilities. (See Data Table 1.B.)

Extended Service Hours: 57% of agencies offer services at hours beyond the normal workday to accommodate working clients. The percentage of agencies with extended hours increased since June 2001 from 43%. (See Data Table 1.D.)

Emergency Contact: 91% of agencies have a system to receive notification and respond to emergencies at all times of the day or night. Cell phones are used by 70% of agencies. Forty-five percent (45%) use pagers, and 42% are contacted by their 911 center. (See Data Table 1.E.)

Public Health Business Off Site: nearly half, (47%) of agencies report that from 25% to 49% of their business is conducted outside of their facility. An additional 21% report that 50% or more of public health business is conducted off site. (See Graph 1.F. and Data Table 1.F.)

Facility: 71% of agencies own their facility. Others lease or have a facility provided for them without cost. (See Graph 2.A. and Data Table 2.A.)

Fiscal Management: overall, agencies are doing well in financial accounting and budgeting functions. Agencies grade themselves lowest in two areas, determining cost effectiveness of services and forecasting future revenue and costs. Only 35% of agencies report being “very good” or better at these two functions. Ninety-six percent of agencies (96%) bill Medicaid for services, 75% bill Medicare, and 25% bill private insurance companies. More agencies (63%) charge their clients for some services than in 2001, when 50% of agencies charged clients. (See Graphs 3.A.1. thru 3.B. and Data Tables 3.A.1. thru 3.B.)

Technology: all agencies report having a computer network, up from 90% in 2001. Most agencies are connected for WIC (94%), Vital Records (96%), and Immunizations (98%). Sixty-seven percent (67%) of agencies now use MOHSAIC for Communicable Disease Reporting and Investigation. The percentage of local agencies with a website increased from 29% in 2001 to 36% in 2002. (See Data Tables 4.A. thru 4.G.)

Quality Improvement: 75% of agencies report having designated staff for planning and implementing quality improvement methods across public health programs. However, only 25% of agencies rate their capacity to utilize quality improvement principles throughout their

organization as “very good” or better. Seventy-nine percent (79%) report that quality improvement and customer service characteristics are incorporated into staff performance expectations. (See Graphs 5.A. thru 5.C. and Data Tables 5.A. thru 5.C.)

Programs and Services: 99% of agencies offer Flu and Pneumonia vaccinations. This is the service most likely to be offered by local agencies. Childhood immunization is offered by 98% of agencies. The least probable service is primary care, offered by 7% of agencies, followed by home health, offered by 36% of agencies. A number of services were discontinued by agencies since 2001. Six fewer agencies provide childcare nurse consultants, family planning services, and home visitation. Services available from a larger number of agencies are health promotion offered by 64% of agencies; tobacco use prevention, offered by 47% of agencies; and services for persons with barriers due to language or disability, offered by 59% of agencies. (See Graphs 6.A.1. thru 6.A.5 and Data Table 6.A.)

Strategic Planning: 93% of agencies report having a strategic plan, however only 25% report that their plan was updated within the past year. Forty-two percent (42%) have not updated their plan for 3 years or more. Fifty-two percent (52%) of agencies report referring to their plan 10 or more times during the year. Most agencies (93%) had their staff involved in developing or updating their strategic plan, 73% involved their governing body, and 43% involved their community. Strategic plans are used by 79% of agencies in planning, 46% use the plan for performance management, 56% use it for budget allocation, and 39% use the plan for marketing. (See Graphs 7.A. thru 7.C. and Data Tables 7.A. thru 7.C.)